

IT POLICY LETTER

NUMBER:

ITPL 10-XX

SUBJECT:

REDUCING CHARGES FOR 411 DIRECTORY ASSISTANCE SERVICES

EMPHASIS: Use of free alternatives to 411 Directory Assistance Services.

DATE ISSUED:

XXX XX, 2010

EXPIRES:

Until Rescinded

REFERENCES:

Government Code Section 11545 et seq.

Governor Schwarzenegger's Waste Watchers Press Release
GAAS:293:09, June 10, 2009

ISSUING AGENCY:

OFFICE OF THE STATE CHIEF
INFORMATION OFFICER

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PURPOSE

To promote the efficient and effective use of information technology (IT) in furtherance of the Legislative intent of Government Code Section 11545 et seq., and reduce charges incurred from 411 Directory Assistance Services (411 services), the purpose of this Information Technology Policy Letter (ITPL) is to:

- Announce requirements to limit the use of 411 services.
- Provide information on no-cost alternatives to 411 services.

BACKGROUND

In June 2009, Governor Schwarzenegger established the [Waste Watchers Web site](#) in an effort to encourage reporting of wasteful government practices. A recent submission to the Waste Watchers Web site concerned payment for 411 services when no-cost alternatives are readily available. Depending on the provider, 411 services cost between \$1.25 and \$1.79 per call, with statewide usage patterns indicating approximate costs of \$165,600 to \$180,000 annually.

APPLICABILITY

This ITPL applies to all state agencies¹.

POLICY

Effective immediately, state agencies shall implement procedures to reduce 411 service charges and restrict access to 411 services for both landline

¹ When capitalized, the term "Agency" refers to one of the state's super agencies such as the State and Consumer Services Agency or the Health and Human Services Agency. When used in lower case, the term "agency" refers to any office, department, board, bureau, commission or other organizational entity within state government. Within this ITPL, "agency" and "department" are used interchangeably.

and wireless telephones. This includes but is not limited to:

- Blocking access to 411 services from Private Branch Exchange (PBX), Voice over Internet Protocol (VOIP), or equivalent telephone systems.
- Blocking access to 411 services from existing telephones and when requesting new or additional telephone numbers from telephone service providers.
- Providing outreach directing employees and contractors to use free alternatives to 411 services whenever practicable.
- Reviewing and, if applicable, modifying internal procedures to identify 411 service charges that the organization considers to be excessive, and, as appropriate, providing additional outreach of no-cost alternatives to the applicable work units or individuals.

EXCEPTIONS

Telephone service providers may impose additional charges when changing service options to block 411 access, thereby diminishing any potential cost savings. **Consequently, this policy does not apply if a request to block 411 access results in additional charges from the service provider.**

NO-COST ALTERNATIVES

There are many no-cost alternatives to 411 services, some of which include, but are not limited to, the following:

- 1-800-GOOG-411 (voice)
- 1-800-FREE-411 (voice)
- 411.com
- Free411.com
- People.yahoo.com
- Phonenumber.com
- Whitepages.com

CONTACT

Questions regarding this policy should be directed to your OCIO PMO representative. A listing of OCIO PMO Managers and Principals and their departmental assignments can be found at the OCIO Web site located at: http://www.cio.ca.gov/Contact_Us/staff_assignments.html.

SIGNATURE

Teri Takai,
Chief Information Officer
State of California
